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**Useful numbers:**

The Hive – 0161 6544103

Adult social care – 0300 3038866

District nurses – 0161 7638525

Specsavers – 0800 7130041

Booking and Scheduling – 0161 7782233

Eye Clinic – 0161 6530771

Urgent Dental Care – 0333 3323800

Paediatric Nurses – 0161 2060606

Community Midwife – 01706 517223

Mental Health crisis line – 01706 7161080

**Meet the Hive Team**

Dr Glyn Stockton – Partner Dr Louise Thompson – Partner Dr Danielle Peet – GP

Dianne Carlos - GP

Victoria Buckland- Fellows – Practice Manager

Luke Bollington – Practice Support Leader

Alex – Practice Nurse

Emilie – Support Team

Fletcher – Support Team

Kate – Support Team

Fiona – Support Team

Lucas – HCA & Support Team

Leanne – Support Team

Siobhan – Minor Surgery Clerk & Support Team

Suzie – HCA & Support Team Collette – Admin Team

**Welcome back to the Hive’s Newsletter!**

**In this month’s edition we have:**

**Viral infections: what symptoms to expect.**

**Useful numbers and dates.**

**How to book appointments.**

**Vaccine information.**

**And more!**

**Did you know?**

Through your NHS app you can:

* order repeat prescriptions and nominate a pharmacy where you would like to collect them.
* book and manage appointments.
* view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
* book and manage coronavirus (COVID-19) and flu vaccinations.
* register your organ donation decision.
* choose how the NHS uses your data.
* view your NHS number.
* use NHS 111 online to answer questions and get instant advice or medical help near you.



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## **White blank spiral notebook with pen and a mobile phone**

**What is Patches?**

Patchs is an online consultation service that allows you to access GP services online quickly and easily.

All you have to do is answer a few simple questions and Patchs will get you the help you need quickly.

**You can get started using Patchs in four simple steps:**

1. **Accessing Patchs:** you can access Patchs by clicking on the banner on your GP website, or by using the NHS App.
2. **Registering for Patchs:** you can access Patchs by using the NHS App. Alternatively, you can register for a Patchs account.
3. **Logging in to Patchs:** Once you have registered, you can login. Please login using the same method you used to register - i.e., if you registered using your NHS login, login this way; if you registered by creating a Patchs account, login this way.
4. **Submit your request to the GP Practice:** Simply choose the appropriate option regarding your request and answer a few simple questions to help your GP understand your problem. Your answers are then sent to your GP who will respond as quickly as possible during their opening hours. Initial responses may be via online message or telephone.



**Childrens Coughs, Colds and Flus**

You will probably find when your child starts mixing with other children, they get lots of coughs, colds and sniffles. There are some good things about this though as it helps the body build up a natural immune system.

Flu can be more serious than a cold and leave your child feeling quite unwell. Flu tends to come on more suddenly and severely than a cold. Your child may feel achy and uncomfortable and be ill for a week or more.

Most bugs will run their course without doing any real harm because they will get better on their own. An annual nasal spray flu vaccine is available from the age of two as part of the NHS Childhood Vaccination Programme. Ask your health visitor for details.

**Things you can do at home to help:**

* Give your child lots to drink.
* Try **sugar-free** paracetamol or ibuprofen (not aspirin).
* Keep them away from smoke and anyone who smokes.
* Talk to your pharmacist but remember that coughing is the body’s way of keeping the lungs clear.
* Make sure they get plenty of sleep/rest.

**See your GP if:**

* Your baby has a persistent temperature of **38°C (100.4°F)** or more.
* They have a fever with a rash.
* They are not waking up or interacting.
* Your child is finding it hard to breathe.
* Persistent temperature does not respond to medicine.
* If your child has been ill for less than five days, they may be able to see the paediatric nurses, call the GP at 11:30 to book an appointment.

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**Understanding our new Phonelines**

We have recently had new phonelines installed. These now give you the option for an automatic call-back; all you need to do to receive a call-back is select option 1 and then confirm the number on which to call you back.

You can also choose option 2 to leave a voicemail for prescription requests.

We’d love to hear your feedback about our newsletter, anything you’d like included just send us an email or mention it to a member of the support team.

Thanks.

**Did you know?**

Missed GP appointments cost the NHS £216million annually.

If you’re unable to make it to your appointment, please let us know as soon as possible, we will be happy to help you rearrange.

**We have a new website!!**

We’ve launched our new website with a fresher look. It’s easier for us to update with emerging information, easy for patients to navigate.

A simple link to Patches online consultation services.

Lots of Hive information, patient resources and links to useful NHS services.